

HERZING UNIVERSITY



Financial Aid Team Leader – Online

Requirements & Info

Experience Required: Title IV administration experience and Bachelor Degree required.

Location: Herzing University Online, Administrative Offices, 525 N. 6th Street, Milwaukee, WI 53203

Start Date: Immediate

Employment Type: Full Time

Education Preferred: Bachelors Degree+

General Description

This position involves customer service, a working knowledge of financial aid regulations and departmental policies and procedures. This is a management position within the financial aid office.

Primary Responsibilities

- Supervise, lead and train team of Financial Aid Officers and Assistants.
- Manage financial aid team.
- Assist with developing departmental policies and procedures.
- Enforce departmental policies and procedures.
- Manage interdepartmental service level agreements and exceptions.
- Assist with training new financial aid staff and provide continued training for current staff members.
- Provide guidance and resources to staff when answering questions and utilize the appropriate regulatory resources to retrieve information for student and staff inquiries.
- Work with the Associate Director and Director to complete performance reviews of team members.
- Track tasks, files, and projects assigned to team members to ensure proper prioritization and completion in a timely fashion.
- Provide resolution for high conflict issues or problems.
- Maintain a high level of accuracy and extreme attention to detail while completing quality assurance checks of all files before award letters are sent to students (this includes performing needs analysis and budget sheet/ award letter checks).
- Adhere to all Department of Education Title IV, FERPA, and other related rules and regulations.
- Assist with the yearly reconciliation of Title IV funds using Great Lakes, COD and CampusVue.
- Develop and sustain inter-departmental communication and relationships.
- Communicate with guarantors and lenders regarding issues and verification of information.
- Lead weekly financial aid team meetings as well as actively participate in weekly Team Leader meetings.
- Participate in webinars and occasional offsite training sessions and/or conferences.

Requirements

1. Title IV administration experience and Bachelor Degree required
2. Excellent customer service, organizational and time management skills required
3. Working knowledge of Microsoft Office suite
4. Excellent oral and written communication skills

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Reporting

The position reports to an Associate Director of Financial Aid.

Other

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands to finger, grasp, handle or touch objects. The employee is occasionally required to stand, walk, sit, and reach above shoulders.

Application Process

Applications must be received by July 16th, 2010. Position will remain open until filled. Please visit the job link on our website to apply. <http://www.herzingonline.edu/jobs/financial-services>

Any questions regarding this position and/or posting can be sent to:

Kevin E. McShane
Director of Financial Services
Herzing University Online
525 North 6th Street
Milwaukee, Wisconsin 53203
Toll Free - (866) 508-0748, ext. 638
Fax - (414) 238-2747
kmcshane@onl.herzing.edu

Herzing University is accredited by the Higher Learning Commission and is a member of the North Central Association. The Higher Learning Commission can be contacted by phone at (800) 621-7440 or on the Commission's website at: www.ncahlc.org.